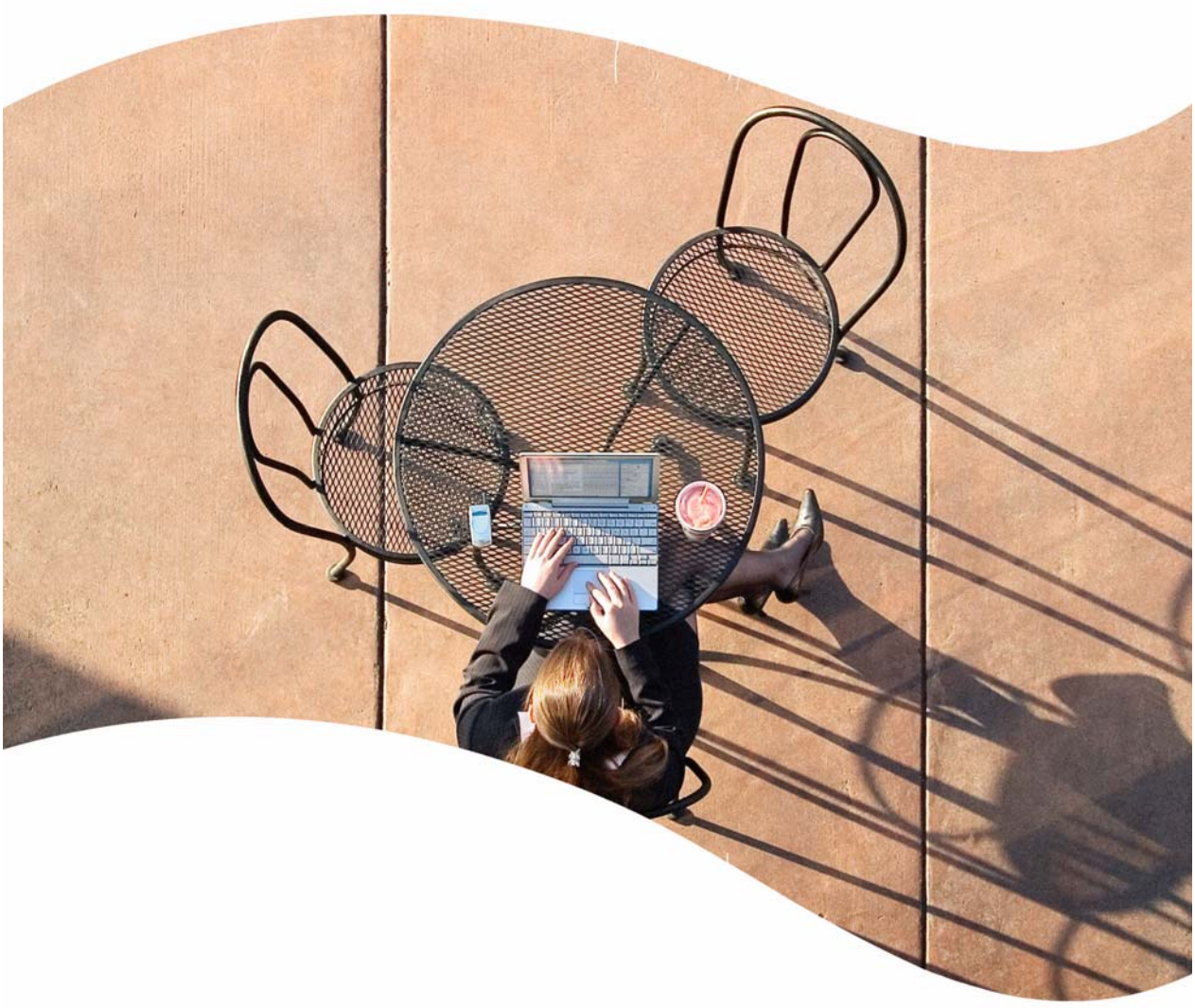

SonicWALL® Email Security User's Guide

Version **7.0**

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NOTE**:** The SonicWALL Email Security software service is an annual subscription which is subject to the terms and conditions of SonicWALL, Inc.'s applicable subscription agreement and includes:

Product updates, SonicWALL threat signature updates, and standard technical support for one (1) year from the date of purchase.

SonicWALL Email Security appliances are integrated hardware and software solutions, which include SonicWALL Email Security software. SonicWALL Email Security appliances are subject to the terms and conditions of SonicWALL, Inc.'s applicable license agreement. Updates to the SonicWALL Email Security software, SonicWALL Spam Signature Updates, and technical support may be purchased on an annual basis. AntiVirus support is optionally available.

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Preface

SonicWALL Email Security guards the perimeter of the organization against the costly, dangerous, and growing threats to corporate email. Threats are stopped before they infiltrate corporate mail servers and employee inboxes. SonicWALL Email Security secures email connections and blocks unwanted email while ensuring timely delivery of all legitimate email. SonicWALL Email Security provides the most comprehensive and effective spam blocking available. The solution filters email uniquely for each user, taking into accounts the varying preferences and patterns of each user.

SonicWALL's solution is dynamic, self-learning, and self-running. SonicWALL Email Security provides protection against all forms of email threats from entering your Inbox.

Documentation Overview

SonicWALL provides documents to install, administer, and use its products to protect email users from phishing, spam, viruses; and manage your security policies for your organization.

Who Should Read this?	Document Name
Network Administrators	SonicWALL Email Security Getting Started Guide SonicWALL Email Security Administrator's Guide
Email Users	SonicWALL Email Security User's Guide

Note:

- To view SonicWALL Email Security documentation online, go to: <http://www.sonicwall.com/us/Support.html>

Documentation Conventions

Font	Meaning
Bold	Terms you see in a SonicWALL Email Security window
Italic	Variable names
`Courier`	Text on a command line
`Bold Courier`	Text that you type in a command line

Finding Online Help

Click the Help button to see a description of the window contents.

IMPORTANT

- Configure your web browser's pop-up blockers to allow pop-ups from your organization's SonicWALL Email Security server before using SonicWALL Email Security, because many of the windows are pop-up windows.

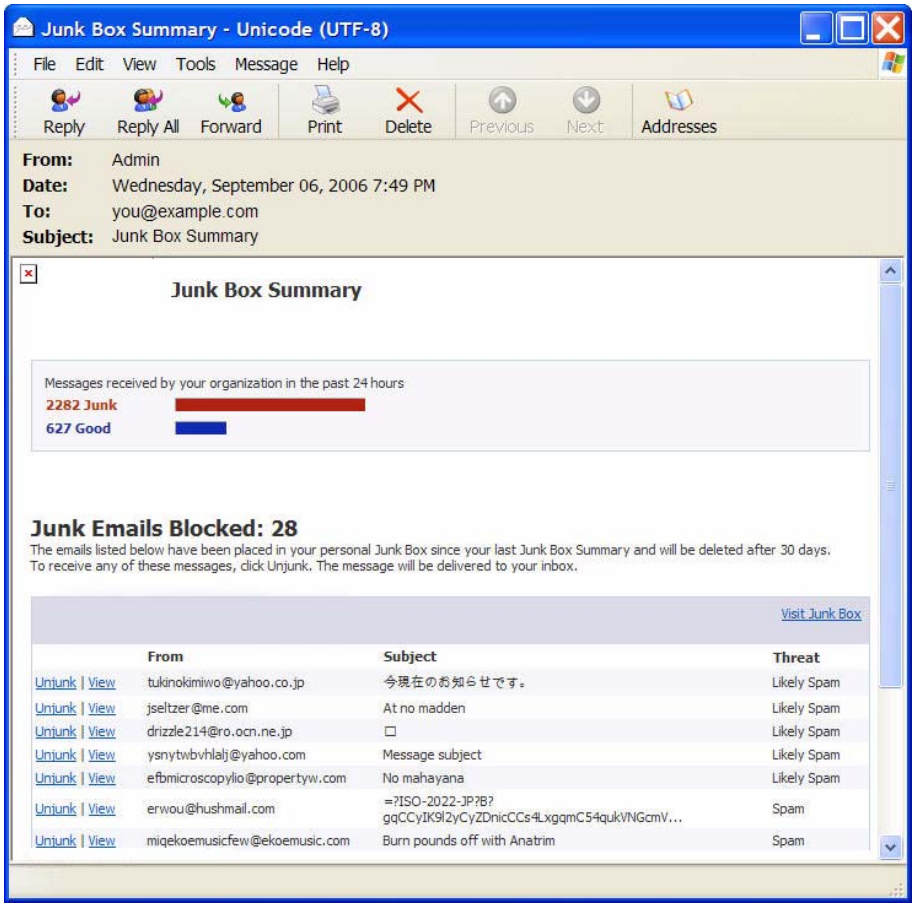
CHAPTER 1

About SonicWALL Email Security

When A Message is Flagged as Junk

When SonicWALL Email Security determines a message is junk, it stores it in a Junk Box. Your network administrator determines whether users can access their Junk Boxes. If configured, the software periodically sends you email messages listing the messages flagged as junk email.

Figure 1 Junk Box Summary


Junk Box Summary - Unicode (UTF-8)
File Edit View Tools Message Help
Reply Reply All Forward Print Delete Previous Next Addresses
From: Admin
Date: Wednesday, September 06, 2006 7:49 PM
To: you@example.com
Subject: Junk Box Summary
Junk Box Summary
Messages received by your organization in the past 24 hours
2282 Junk
627 Good
Junk Emails Blocked: 28
The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 30 days.
To receive any of these messages, click Unjunk. The message will be delivered to your inbox.
Visit Junk Box
From Subject Threat
Unjunk | View tukinokimiwo@yahoo.co.jp 今現在のお知らせです。 Likely Spam
Unjunk | View jseltzer@me.com At no madden Likely Spam
Unjunk | View drizzle214@ro.ocn.ne.jp □ Likely Spam
Unjunk | View ysnytwbvhlalj@yahoo.com Message subject Likely Spam
Unjunk | View efbmicroscopylio@propertyw.com No mahayana Likely Spam
Unjunk | View erwou@hushmail.com =?ISO-2022-JP?B? gqCCyIK9l2yCyZDnicCCs4LxgqmC54qukVNGcmV... Spam
Unjunk | View miqekoemusicfew@ekoemusic.com Burn pounds off with Anatrim Spam

You can scan these messages to see if there are any messages you want to receive, which were miscategorized as Junk. If you see a message you want to receive, click the Unjunk link next to it and the message is sent to your Inbox. The sender of any messages that you unjunk is added to your list of allowed senders and their messages are not marked as junk in the future.

Depending on the settings for your organization's installation of SonicWALL Email Security, you might also have a View link in the Junk Box summary message. Click the link to view the contents of the message to assist in determining whether it is spam.

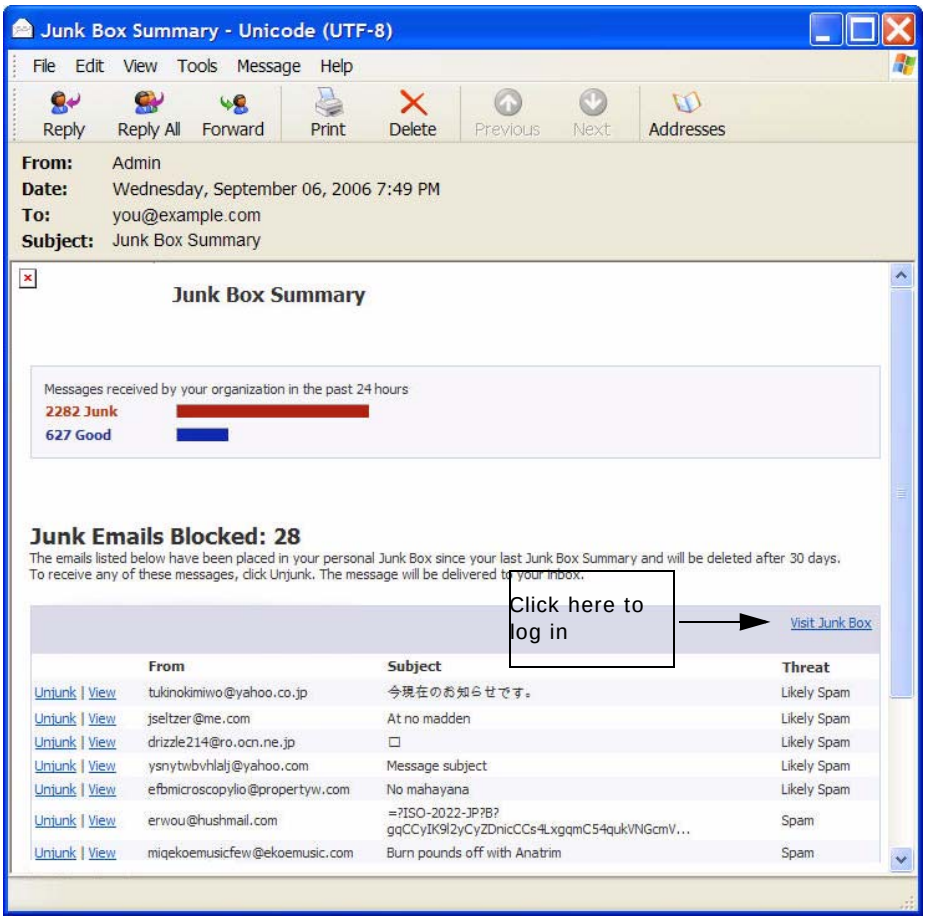
Deleting Spam

If you do not care about the messages in the Junk Box, you can leave them there. They are automatically deleted later.

CHAPTER 2

Logging In to Your Junk Box

When SonicWALL Email Security determines that a message contains a threat or a likely threat, it stores the message in a Junk Box on the server and alerts you by email, as shown in . You can log in to your Junk Box to view messages that were junked by SonicWALL Email Security. Log in to SonicWALL Email Security using the link that your IT administrator gave you or by clicking the link in the Junk Box Summary message you receive.


Junk Box Summary - Unicode (UTF-8)
File Edit View Tools Message Help
Reply Reply All Forward Print Delete Previous Next Addresses
From: Admin
Date: Wednesday, September 06, 2006 7:49 PM
To: you@example.com
Subject: Junk Box Summary
Junk Box Summary
Messages received by your organization in the past 24 hours
2282 Junk
627 Good
Junk Emails Blocked: 28
The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 30 days.
To receive any of these messages, click Unjunk. The message will be delivered to your Inbox.
Click here to log in
Visit Junk Box
From Subject Threat
Unjunk | View tukinokimiwo@yahoo.co.jp 今現在のお知らせです。 Likely Spam
Unjunk | View jseltzer@me.com At no madden Likely Spam
Unjunk | View drizzle214@ro.ocn.ne.jp □ Likely Spam
Unjunk | View ysnytwbvhlalj@yahoo.com Message subject Likely Spam
Unjunk | View efbmicroscopylio@propertyw.com No mahayana Likely Spam
Unjunk | View erwou@hushmail.com =?ISO-2022-JP?B? gqCCyIK9l2yCyZDnicCCs4LxgqmC54qukVNGcmV... Spam
Unjunk | View miqekoemusicfew@ekoemusic.com Burn pounds off with Anatrim Spam

IMPORTANT

- Configure your web browser's pop-up blockers to allow pop-ups from your organization's SonicWALL Email Security server before using SonicWALL Email Security, because many of the windows are pop-up windows.

▶ **To log in to your Junk Box**

1. Log in with your user name and password.
   The Login Window appears.
2. Choose the appropriate domain from the list, if necessary.

   Your personal Junk Box appears, with any messages that have been flagged as spam or other unwanted email.

You can display all junk mail, likely junk mail, or other unwanted email if your organization has configured SonicWALL Email Security to screen for viruses, phishing, or email that contains content your organization has chosen to manage through policies.

Searching in Your Junk Box

▶ **To search for email messages in your Junk Box**

1. Enter a word or partial word in the Search text box.

   Search is not case-sensitive.
2. Select the field you want to search in (Subject, From, or Date).
   Date formats can be entered as MM/DD/YY or MM/DD/YYYY.
3. Click **Go**.

To search for specific email threats, check or deselect check boxes under the Search text box and click Go. As an example, suppose you wanted to see only messages that were Spam or Likely Spam. To do this, select the **Show *Spam** and **Show Likely Spam** check boxes, deselect all other check boxes and click **Go**.

Deleting Messages

Once you have determined that a message was correctly placed in your Junk Box, you can delete one message at a time, or all the messages

▶ **To delete individual messages**

1. Select a message.
2. Click **Delete**.

▶ **To delete all messages:**

1. Click **Check All**.
2. Click **Delete**.

If you do nothing, these messages are automatically deleted after the number of days configured by the SonicWALL Email Security administrator.

Unjunking Messages

If an email message is incorrectly sorted into your Junk Box, you can remove it from the junk box and restore it to your inbox. Depending on your settings, the sender can be automatically added to your allowed list.

▶ **To unjunk a message**

1. Click the box to the left of the message to select the message you want to retrieve.
2. Click **Unjunk**.

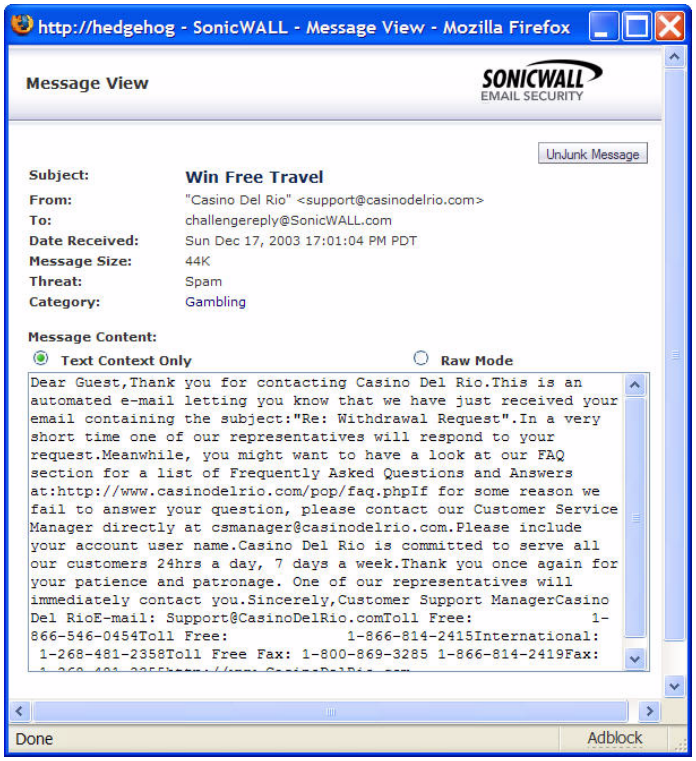
   The senders of any messages you unjunk are added to your list of allowed senders; future messages from these senders are delivered directly to your Inbox.

▶ **To unjunk all messages**

1. Click **Check All**.
2. Click **Unjunk**.

Viewing Message Content

Depending on your organization's configuration, you can view the message content by clicking the View link in the Junk Summary Message. For security reasons, SonicWALL Email Security displays only the text portions of the message and does not display graphical images.


http://hedgehog - SonicWALL - Message View - Mozilla Firefox
Message View
SONICWALL
EMAIL SECURITY
UnJunk Message
Subject: Win Free Travel
From: "Casino Del Rio" <support@casinodelrio.com>
To: challengereply@SonicWALL.com
Date Received: Sun Dec 17, 2003 17:01:04 PM PDT
Message Size: 44K
Threat: Spam
Category: Gambling
Message Content:
Text Context Only
Raw Mode
Dear Guest,Thank you for contacting Casino Del Rio.This is an automated e-mail letting you know that we have just received your email containing the subject:"Re: Withdrawal Request".In a very short time one of our representatives will respond to your request.Meanwhile, you might want to have a look at our FAQ section for a list of Frequently Asked Questions and Answers at:http://www.casinodelrio.com/pop/faq.phpIf for some reason we fail to answer your question, please contact our Customer Service Manager directly at csmanager@casinodelrio.com.Please include your account user name.Casino Del Rio is committed to serve all our customers 24hrs a day, 7 days a week.Thank you once again for your patience and patronage. One of our representatives will immediately contact you.Sincerely,Customer Support ManagerCasino Del RioE-mail: Support@CasinoDelRio.comToll Free: 1-866-546-0454Toll Free: 1-866-814-2415International: 1-268-481-2358Toll Free Fax: 1-800-869-3285 1-866-814-2419Fax:
Done
Adblock

To view the header information, click the **Raw Mode** option.

Ending Your Junk Box Session

When you are done managing your Junk Box, click the **Log out** button in the upper left corner of the screen or close the browser window.

CHAPTER 3

Anti-Spam Techniques

Managing Allowed and Blocked Lists

Use the Anti-Spam Techniques window to create your own lists of senders from whom you want to allow and block email. SonicWALL Email Security provides separate lists for people, companies (domains), and mailing lists. For each type of list, click the **Allowed** and **Blocked** tabs to see the different allowed and blocked lists.

You can search for allowed and blocked names, company, and lists in the Anti-Spam Techniques window. Click **Search** and type the name of the person, company, or list.

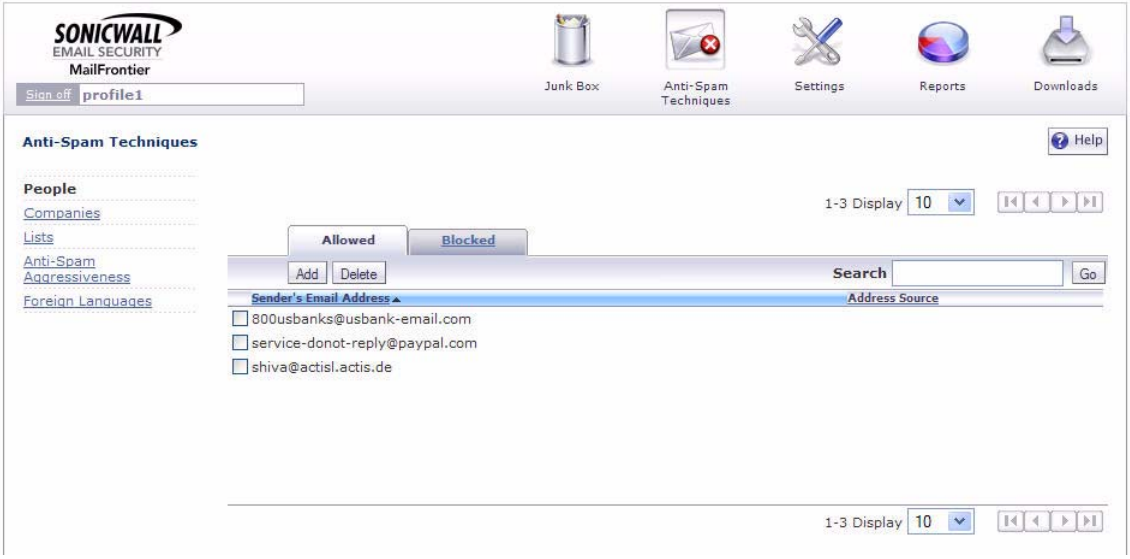
Note:

- An email address or domain cannot be simultaneously on the Allowed and Blocked lists. If you add an address in one list that already exists on the other, SonicWALL Email Security removes the address from the other list.

Adding People to the Allowed or Blocked Lists

▶ **To add people to Allowed or Blocked lists**

1. Click the **Anti-Spam Techniques** button. The Anti-Spam Techniques window appears.



2. Click **Allowed** to add people to the Allowed list.

3. Click **Add** to add a person.
   The Add Sender to Allowed List dialog appears.

4. Enter the email address of the address you want to allow.
   If you add multiple people, press Enter after each one.
5. Click **Add**.

Deleting People from the Allowed or Blocked Lists

▶ **To delete people from Allowed or Blocked lists**

1. Click the **Anti-Spam Techniques** button.
2. Click the checkbox adjacent to the address to delete that address from the Allowed list.
3. Click **Delete**.

Adding Companies or Domains to the Allowed or Blocked Lists

▶ **To add companies or domains to Allowed or Blocked lists**

1. Click the **Anti-Spam Techniques** button.
2. Click **Companies** from the left hand navigation menu.
   A list of companies is displayed.

Note:

- Some company addresses are adjacent to a dimmed checkbox. These addresses are on the organization Allowed list; users cannot delete these companies.

3. Click **Allowed** to view the companies and domains in the Allowed list.

Adding a Company or Domain to the Allowed List

▶ **To enter the name of the company or domain into your allowed list**

1. Click the **Add** button.

2. Enter the Web address you want to allow.
   If you add multiple addresses, press Enter after each one.

NOTE:

- Specify full domain names in this format: example.com or example.gov. Domain names such as .gov or .com, are not valid entries.

3. Click **Add** to add a company or domain.

Deleting a Company or Domain

▶ **To delete a company or domain**

1. Check the check box adjacent to the name of the company or domain you want to delete.
2. Click the **Delete** button to delete that company from the Allowed list.

Adding Lists to the Allowed List

Email messages from mailing-list servers do not always come from the same email address or FROM: field in the address. The email messages are from the person who posted the message to the list-server and the message is to (TO) the mailing list. The list sections looks at both the FROM: and TO: fields and allows only mailing-list mail.

You can only add and delete Allowed lists.

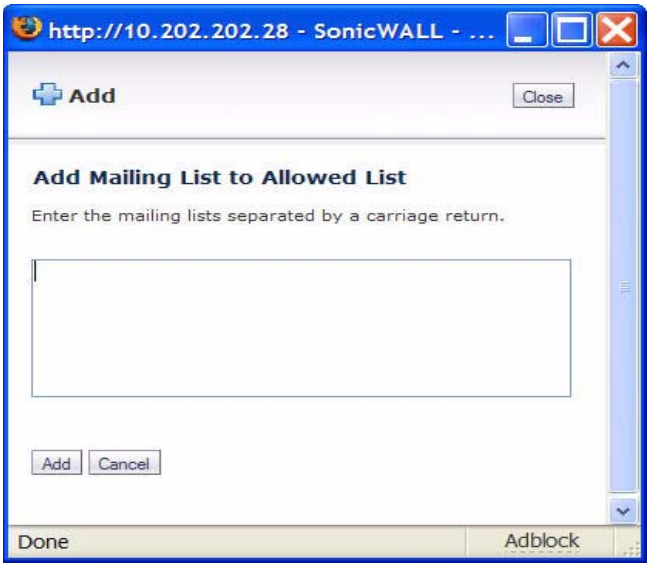
▶ **To add lists to Allowed Lists**

1. Click the **Anti-Spam Techniques** button.
2. Click the **Lists** link.

   The Lists window appears.

3. Click **Add** to add mailing lists to Allowed Lists.

The Add Lists window appears.



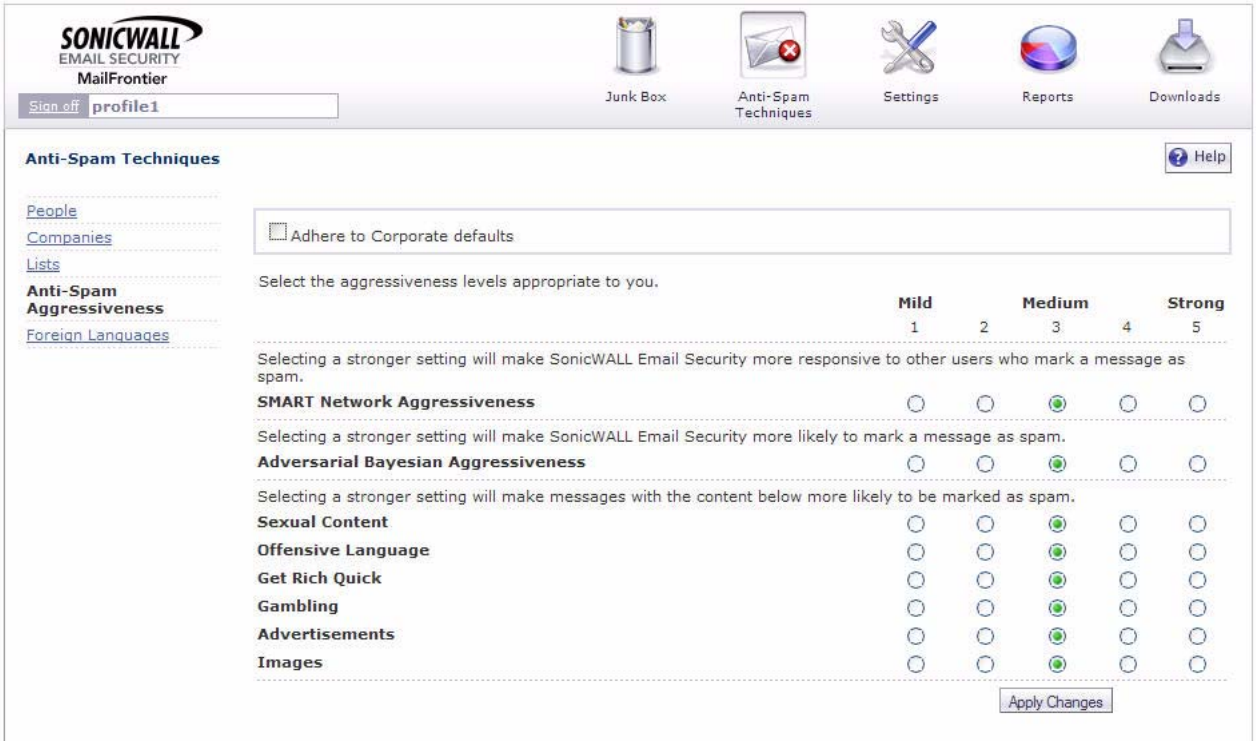
4. Enter the addresses of the lists.
5. Enter a carriage return between each list.
6. Click **Add**.
   The updated Allowed Lists window appears.

Configuring Anti-Spam Aggressiveness

The Anti-Spam Aggressiveness window allows you tailor SonicWALL Email Security to your preferences. This window is optional. SonicWALL recommends using the default setting of Medium or 3 unless you require different settings for specific types of spam blocking.

Note:

- The Adhere to Corporate/Group Defaults checkbox allows you to follow your IT department's recommendations. If your IT department enforces these settings, the checkbox is dimmed; you cannot change blocking levels.



Configuring SMART Network Aggressiveness Settings

You can adjust the SMART Network Aggressiveness settings to customize the level of influence community input has on organization spam blocking, produced by the Self-Monitoring Active Response Team (SMART) network. Updates are provided to your gateway server at defined intervals.

To adjust your collaborative settings, click one of the radio buttons from Mild (1) to Strong (5). A setting of 5 means that you are comfortable with the collective experience of the SonicWALL user community. A setting of 1 or 2 indicates that you are skeptical of the collective experience and want to judge more email for yourself.

Configuring Adversarial Bayesian Aggressiveness Settings

This aggressiveness setting determines how likely an email message is to be identified as junk email. This is the foundational setting for the Bayesian statistical contribution to spam blocking. Selecting a stronger setting makes SonicWALL Gateway more likely to mark a message as spam.

Determining Amounts and Flavors of Spam

You can determine how aggressively to block particular types of spam, including sexual content, offensive language, get rich quick, gambling, and advertisements.

For each of the spam flavors:

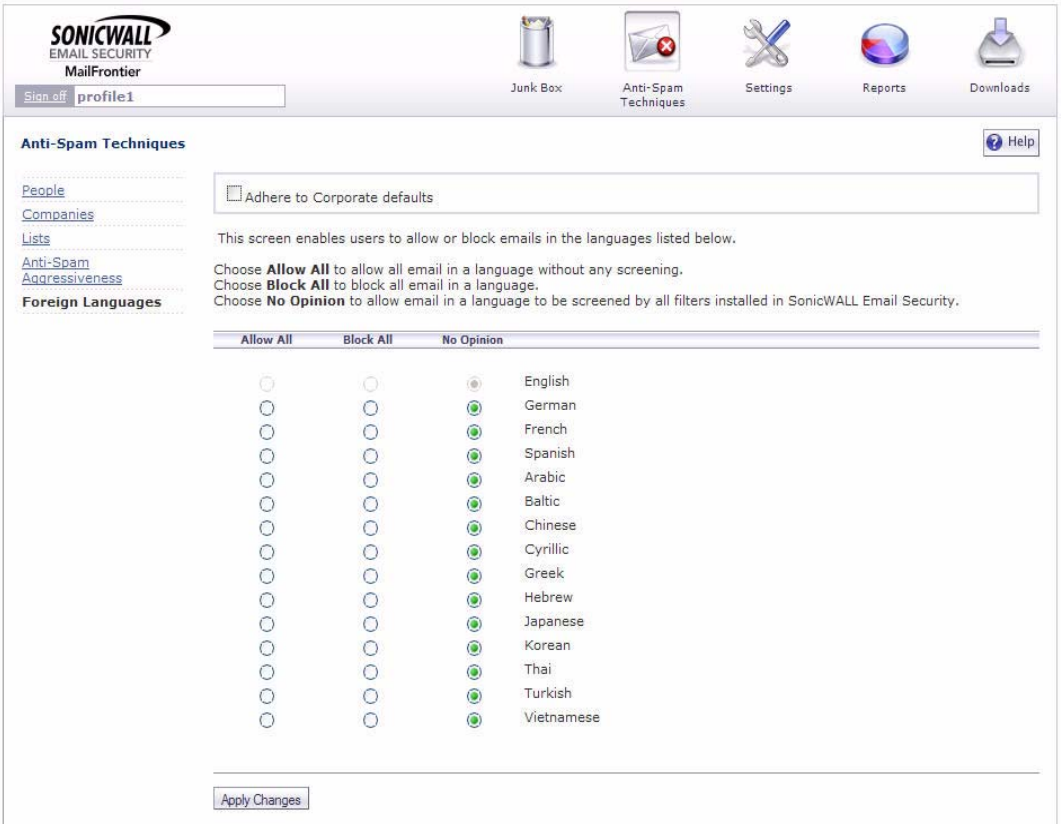
- Choose Mild (checkbox 1) to be able to view email that contains terms that relate to these topics.

- Choose Medium (checkbox 2 through 4) to cause SonicWALL Email Security to tag this email as likely junk.
- Choose Strong (checkbox 5) make it more likely that email with this content is junked.

Screening Messages in Other Languages

The Foreign Languages window allows you to use the language in which a message is written as a criteria for receiving the message.

For each language, you can choose allow, block, or have no opinion. For example, you might want to receive all messages in German, but want to block messages in another language. You might also have no opinion about receiving messages in other languages.



For each language, decide if you want to receive or block messages in that language.

- To receive all messages in a language, click the button under Allow All adjacent to the language.
- To block all messages in a language, click the button under Block All adjacent to the language.

Click **No Opinion** for a language to receive messages in that language. All messages in languages for which you choose No Opinion are screened for spam and all other filters in SonicWALL Email Security.

Note;

- English is not included on the list of foreign languages because it is the default language for SonicWALL Email Security.

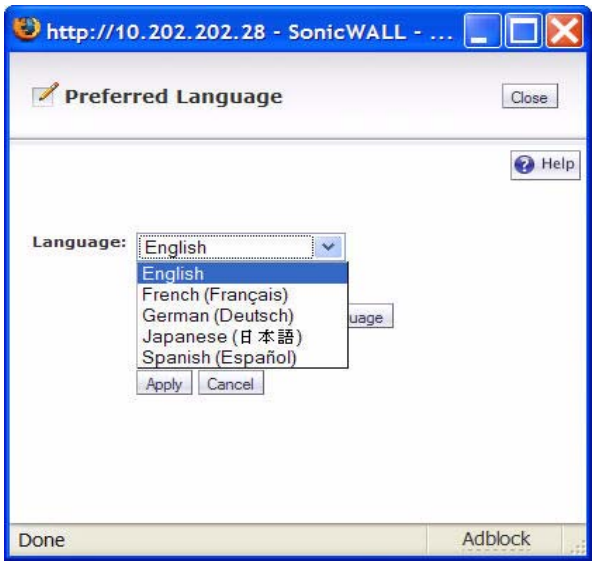
Configuring Language Preferences for SonicWALL Email Security

You can change the language in which the user interface for SonicWALL Email Security is displayed.

▶ **To change the language:**

1. Click the **Language** link in the lower right frame of most user interface windows.

   The Preferred Language window appear.



2. Click the Language drop-down list.
3. Select any of the available languages.

Note:

- Your computer must support the language so that the language is displayed correctly.

4. Click **Reset** to Browser Primary Language to return to the language your browser usually runs.

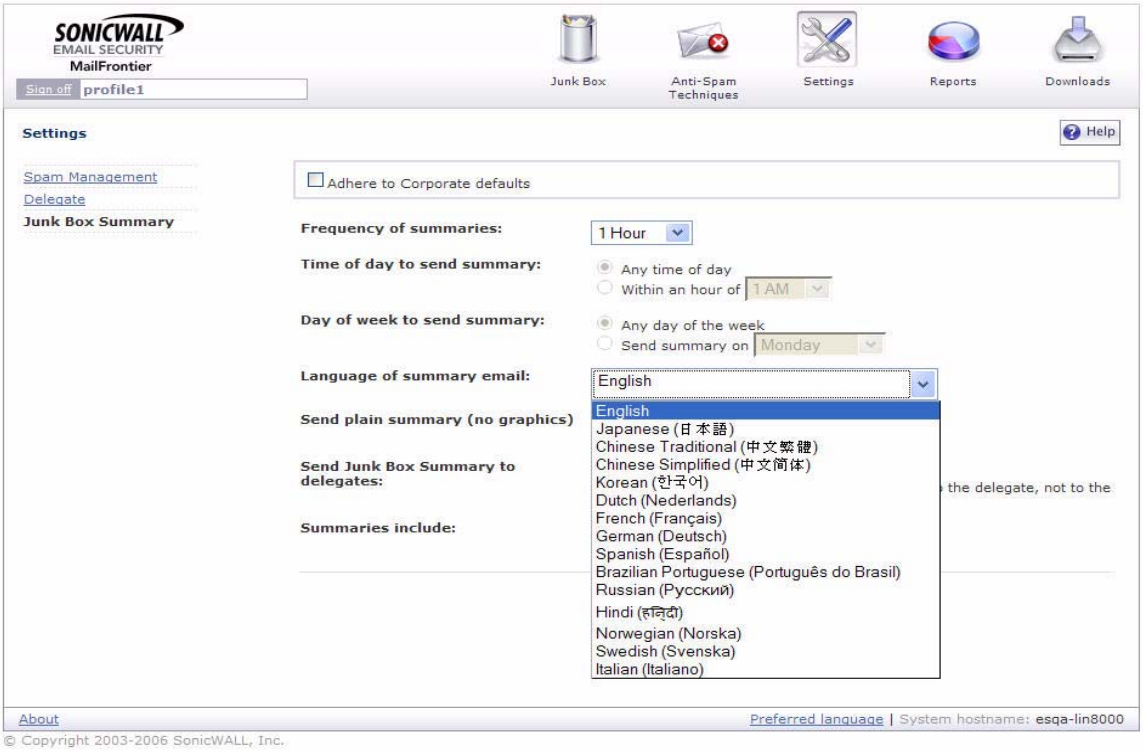
Configuring Language Preferences for your Junk Box Summary

You can configure your Junk Box summary to appear in any of the supported languages, if your computer supports the language modules to display the character sets.

▶ **To change the language for your Junk Box summary**

1. Click the **Settings** icon at the top of the window and select the **Junk Box Summary** link.

2. Select a language from the **Language of summary email** drop-down list.



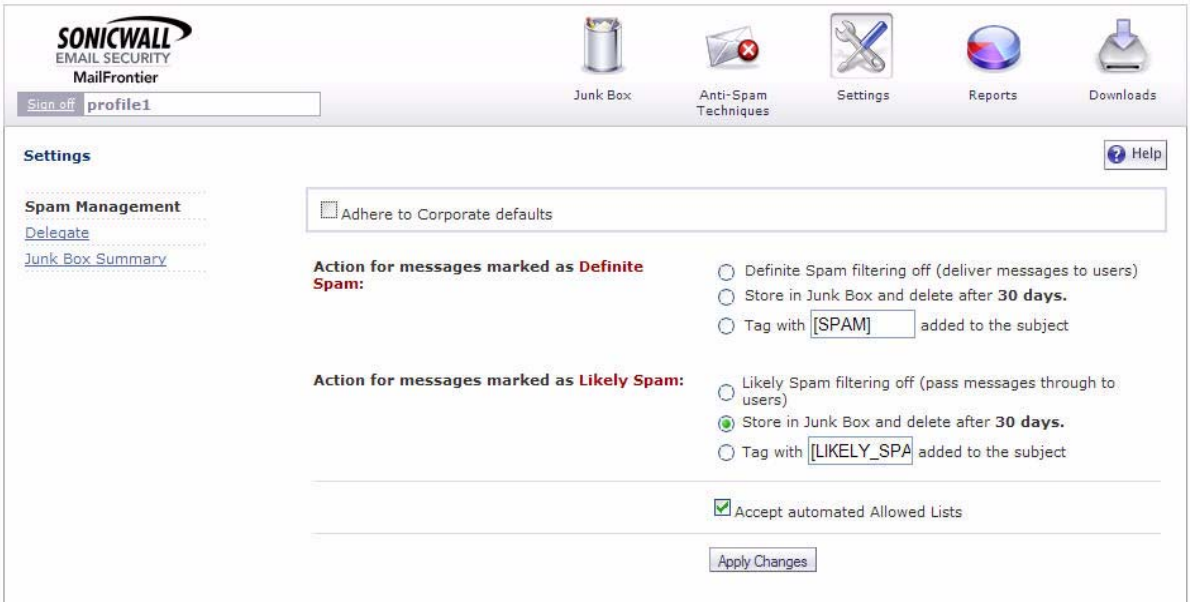
3. Click Apply.

CHAPTER 4

Settings

Settings allows you to set various options about what you want to do with messages that are spam, likely spam, phishing, viruses, or have content that is not allowed by your organization's policy.

Click the **Settings > Spam Management** button to view and change your spam-filtering settings.



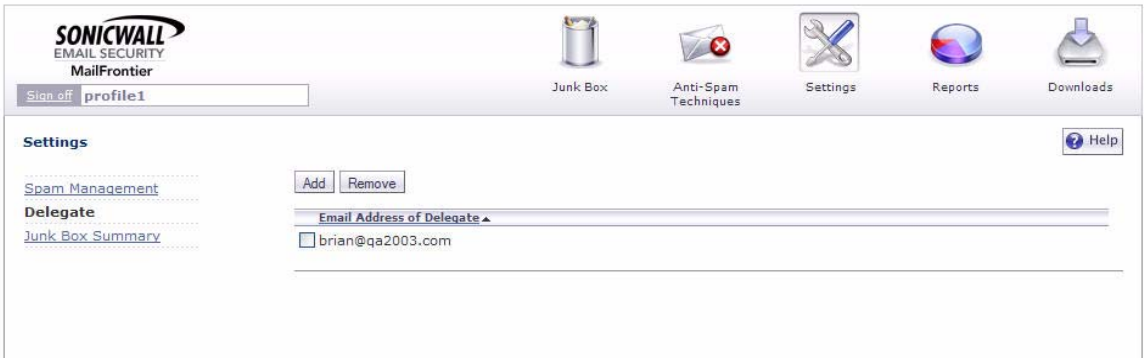
Spam Management

You can determine what action to take with messages marked as Spam and Likely Spam. Check one of the following options:

Spam Filtering Off:	SonicWALL Email Security passes messages through to your Inbox
Store in Junk Box and delete after number of days:	SonicWALL Email Security stores all messages that it determines as spam for the number of days set by your SonicWALL Email Security administrator.
Tag with text:	you can add words to mark messages that are spam or are likely spam.

Assigning Delegates for the Junk Box

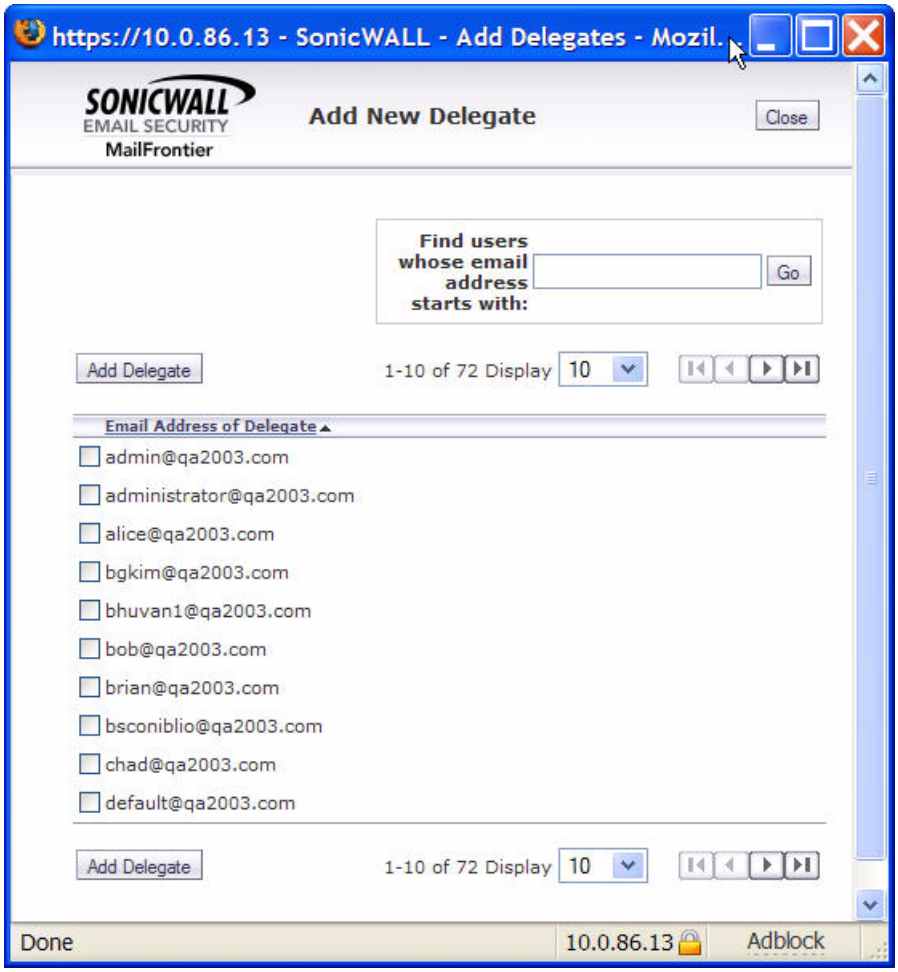
The Delegate window allows you to authorize one or more users to monitor your Junk Box.



▶ **To add a delegate**

1. Click the **Add** button.

   The Add New Delegate screen appears.



2. Select a delegate from the list.

   If there are too many users to display, to search for the user, type the user's name in the text box and click **Go**.
3. Enter the email address of the delegate in the textbox.
4. Click the checkbox adjacent to the preferred delegate.
5. Click **Add Delegate**.

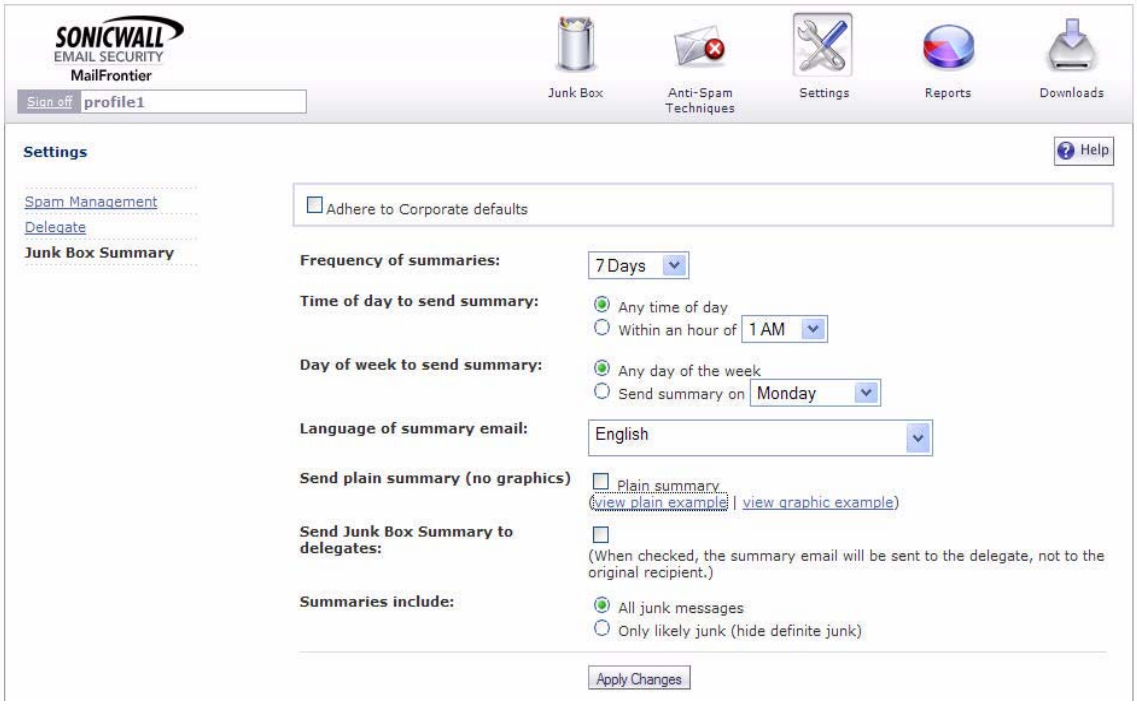
Removing a Delegate

▶ **To remove a delegate**

1. Click the delegate that you want to remove.
2. Click the **Remove** button in the Delegate window.

Junk Box Summary

When SonicWALL Email Security moves junk and likely junk messages to your Junk Box, you can choose to be notified periodically by email.



▶ **To manage your junk summary settings**

1. Choose the default email frequency for Junk summaries from the drop-down list.

   Your choices range from never to 14 days.
2. Choose the Time of day to receive the Junk summary.
3. Choose the Day of the week to receive the Junk summary.
4. Choose the Language in which to view your Junk summary. You can choose to view the your junk summaries in the following languages:
   - English
   - Japanese

- Chinese Traditional
- Chinese Simplified
- Korean
- Dutch
- French
- German
- Spanish
- Brazilian Portuguese
- Russian
- Hindi
- Norwegian
- Swedish
- Italian

Note:

- To correctly display the Junk Summary in a language other than English, you must install the appropriate language packs on your computer.

5. If you prefer, check the **Plain Summary** (no graphics) checkbox.
6. Check the **Send Junk Box Summary to delegates** checkbox if you want to send summaries to a delegate. If you have not yet assigned a delegate, navigate to the **Settings > Delegate** page.
7. Choose one of the options for the junk summary:
   - All junk messages
   - Only likely junk
8. Click **Apply**.

Send Simple (no graphics) Summary or Graphical Summary

You can receive the Junk Box Summary as a simple list or in a more graphical format. The first illustration shows a simple list; the second illustration shows a more graphical presentation.

https://10.0.86.13 - Junk Box Summary - Mozilla Firefox

Junk Box Summary for: biz@example.com

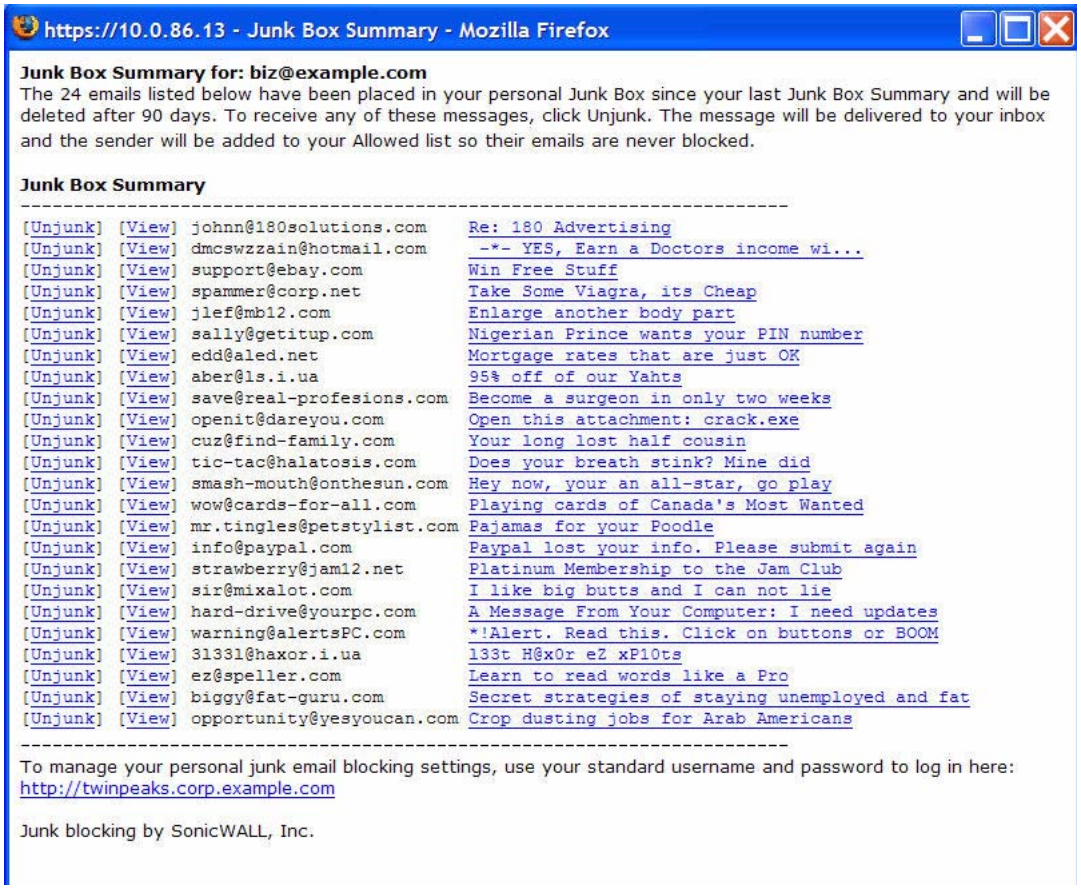
The 24 emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 90 days. To receive any of these messages, click Unjunk. The message will be delivered to your inbox and the sender will be added to your Allowed list so their emails are never blocked.

Junk Box Summary

[Unjunk]	[View]	johnn@180solutions.com	Re: 180 Advertising
[Unjunk]	[View]	dmcswzzain@hotmail.com	-*- YES, Earn a Doctors income wi...
[Unjunk]	[View]	support@ebay.com	Win Free Stuff
[Unjunk]	[View]	spammer@corp.net	Take Some Viagra, its Cheap
[Unjunk]	[View]	jlef@mb12.com	Enlarge another body part
[Unjunk]	[View]	sally@getitup.com	Nigerian Prince wants your PIN number
[Unjunk]	[View]	edd@aled.net	Mortgage rates that are just OK
[Unjunk]	[View]	aber@ls.i.ua	95% off of our Yahts
[Unjunk]	[View]	save@real-profesions.com	Become a surgeon in only two weeks
[Unjunk]	[View]	openit@dareyou.com	Open this attachment: crack.exe
[Unjunk]	[View]	cuz@find-family.com	Your long lost half cousin
[Unjunk]	[View]	tic-tac@halatosis.com	Does your breath stink? Mine did
[Unjunk]	[View]	smash-mouth@onthesun.com	Hey now, your an all-star, go play
[Unjunk]	[View]	wow@cards-for-all.com	Playing cards of Canada's Most Wanted
[Unjunk]	[View]	mr.tingles@petstylist.com	Pajamas for your Poodle
[Unjunk]	[View]	info@paypal.com	Paypal lost your info. Please submit again
[Unjunk]	[View]	strawberry@jam12.net	Platinum Membership to the Jam Club
[Unjunk]	[View]	sir@mixalot.com	I like big butts and I can not lie
[Unjunk]	[View]	hard-drive@yourpc.com	A Message From Your Computer: I need updates
[Unjunk]	[View]	warning@alertsPC.com	*!Alert. Read this. Click on buttons or BOOM
[Unjunk]	[View]	31331@haxor.i.ua	133t H@x0r eZ xP10ts
[Unjunk]	[View]	ez@speller.com	Learn to read words like a Pro
[Unjunk]	[View]	biggy@fat-guru.com	Secret strategies of staying unemployed and fat
[Unjunk]	[View]	opportunity@yesyoucan.com	Crop dusting jobs for Arab Americans

To manage your personal junk email blocking settings, use your standard username and password to log in here:
http://twinpeaks.corp.example.com

Junk blocking by SonicWALL, Inc.



https://10.0.86.13 - Junk Box Summary - Mozilla Firefox

Junk Box Summary for: biz@example.com

The 24 emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 90 days. To receive any of these messages, click Unjunk. The message will be delivered to your inbox and the sender will be added to your Allowed list so their emails are never blocked.

Junk Box Summary

[Unjunk]	[View]	johnn@180solutions.com	Re: 180 Advertising
[Unjunk]	[View]	dmcswzzain@hotmail.com	-*- YES, Earn a Doctors income wi...
[Unjunk]	[View]	support@ebay.com	Win Free Stuff
[Unjunk]	[View]	spammer@corp.net	Take Some Viagra, its Cheap
[Unjunk]	[View]	jlef@mb12.com	Enlarge another body part
[Unjunk]	[View]	sally@getitup.com	Nigerian Prince wants your PIN number
[Unjunk]	[View]	edd@aled.net	Mortgage rates that are just OK
[Unjunk]	[View]	aber@ls.i.ua	95% off of our Yahts
[Unjunk]	[View]	save@real-profesions.com	Become a surgeon in only two weeks
[Unjunk]	[View]	openit@dareyou.com	Open this attachment: crack.exe
[Unjunk]	[View]	cuz@find-family.com	Your long lost half cousin
[Unjunk]	[View]	tic-tac@halatosis.com	Does your breath stink? Mine did
[Unjunk]	[View]	smash-mouth@onthesun.com	Hey now, your an all-star, go play
[Unjunk]	[View]	wow@cards-for-all.com	Playing cards of Canada's Most Wanted
[Unjunk]	[View]	mr.tingles@petstylist.com	Pajamas for your Poodle
[Unjunk]	[View]	info@paypal.com	Paypal lost your info. Please submit again
[Unjunk]	[View]	strawberry@jam12.net	Platinum Membership to the Jam Club
[Unjunk]	[View]	sir@mixalot.com	I like big butts and I can not lie
[Unjunk]	[View]	hard-drive@yourpc.com	A Message From Your Computer: I need updates
[Unjunk]	[View]	warning@alertsPC.com	*!Alert. Read this. Click on buttons or BOOM
[Unjunk]	[View]	31331@haxor.i.ua	l33t H@x0r eZ xP10ts
[Unjunk]	[View]	ez@speller.com	Learn to read words like a Pro
[Unjunk]	[View]	biggy@fat-guru.com	Secret strategies of staying unemployed and fat
[Unjunk]	[View]	opportunity@yesyoucan.com	Crop dusting jobs for Arab Americans

To manage your personal junk email blocking settings, use your standard username and password to log in here:
http://twinpeaks.corp.example.com

Junk blocking by SonicWALL, Inc.

CHAPTER 5

Reports & Monitoring

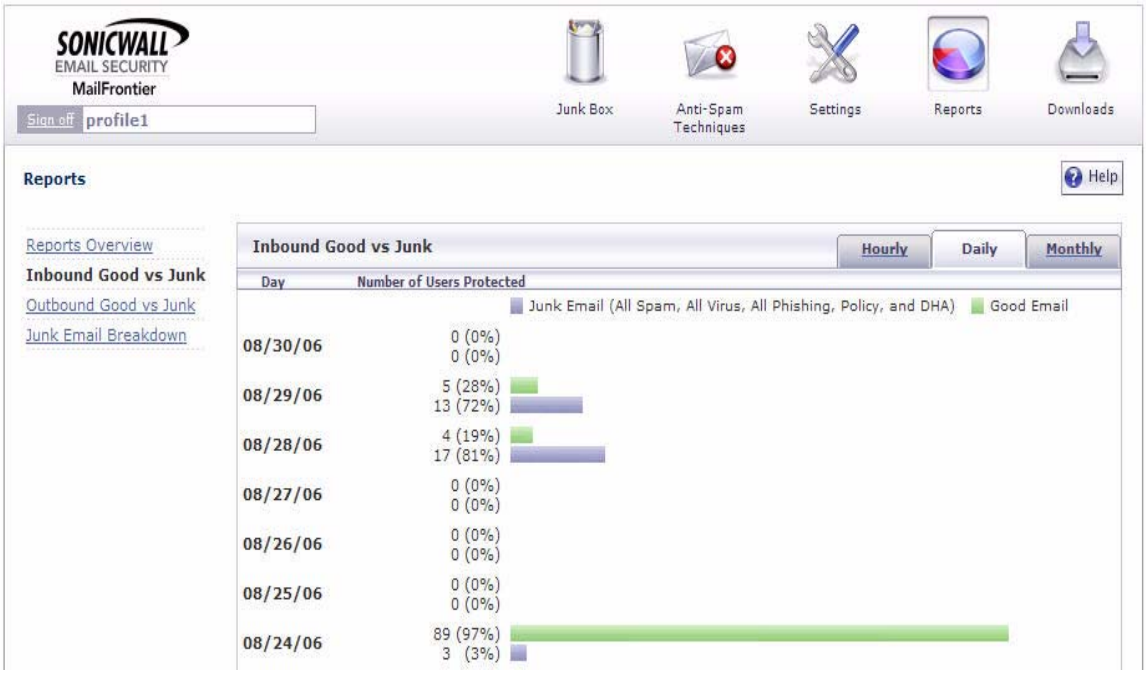
The reports in this module show statistics for your organization—not just your own spam. Click the **Reports & Monitoring** button to view them.

The Reports Dashboard provides a lot of information about SonicWALL Email Security at a glance. These charts display statistics for the last 24 hours and are updated hourly. Clicking the Refresh Reports button causes the data in these reports to be updated with the most current data.

Select the report you want to view by clicking the appropriate link to the left. Each report allows you to select the time frame for which you want the report run: hourly, daily, or monthly.

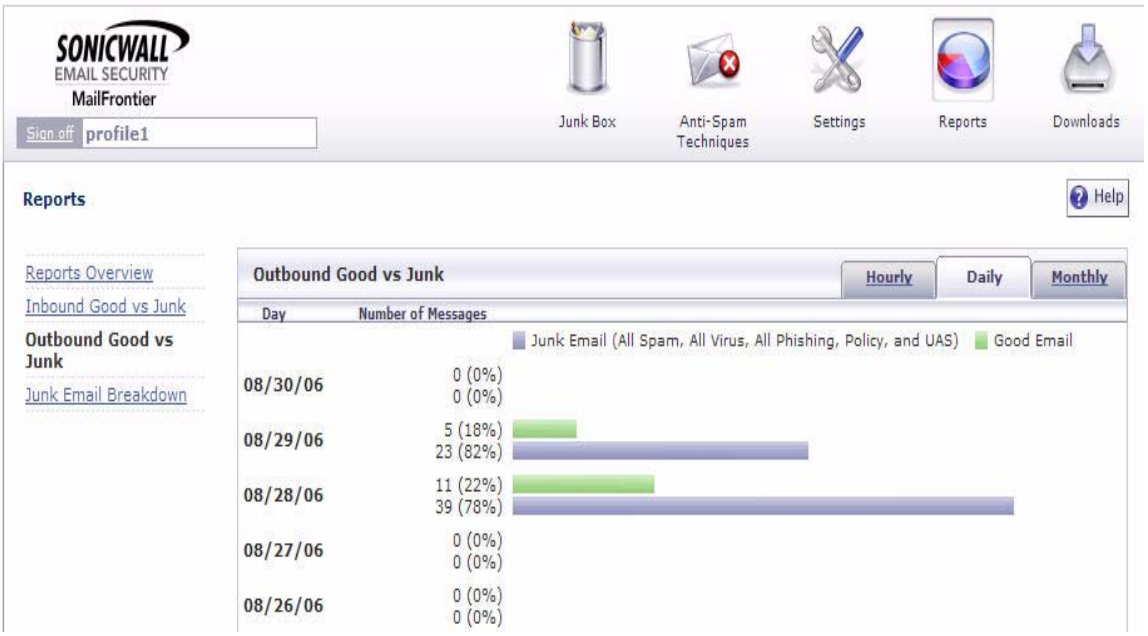
Inbound Good vs. Junk Email

The Inbound Good vs. Junk page illustrates the number of incoming email that is good versus junk email. Values are shown in number of messages per day and also according to the percentage of good versus junk.



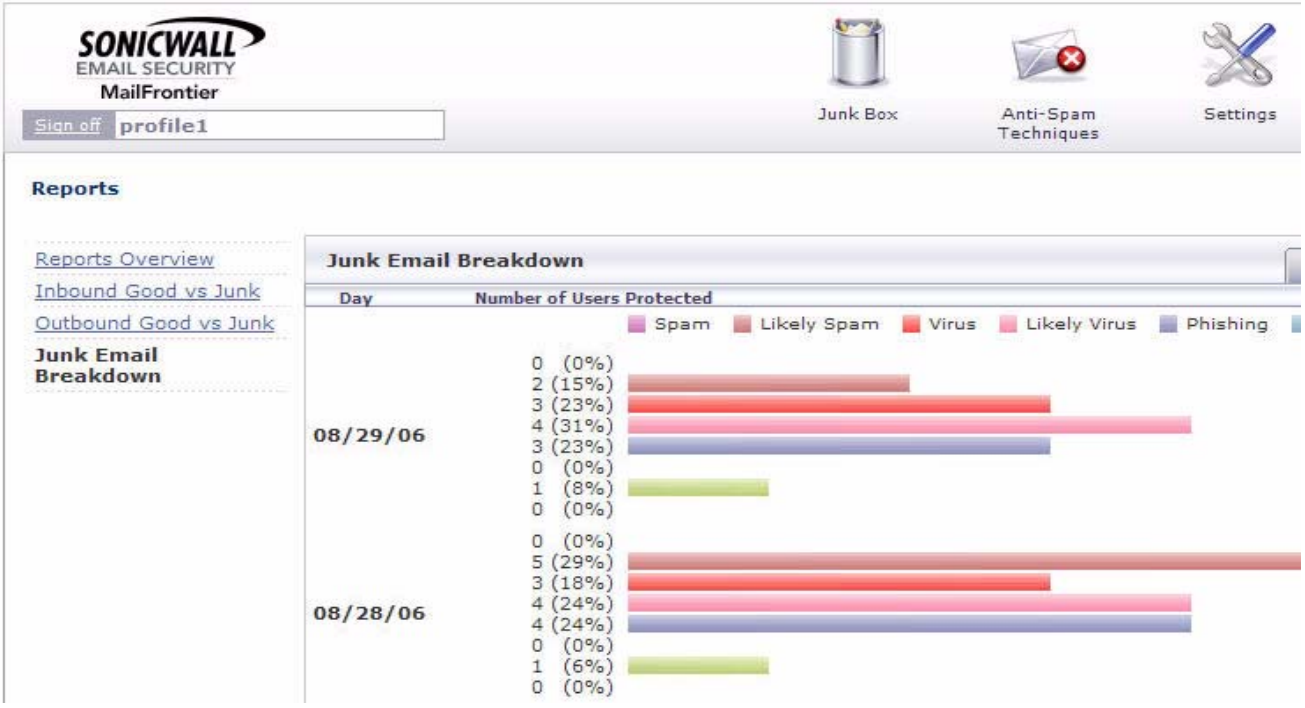
Outbound Good vs. Junk Email

The Outbound Good vs. Junk page illustrates the number of outgoing email that is good versus junk email. Values are shown in number of messages per day and also according to the percentage of good versus junk.



Junk Email Breakdown

The Junk Email Breakdown page illustrates the types of messages received, and shows the comparative amounts of messages that were identified as spam, likely spam, contained viruses, likely contained viruses, phishing, likely phishing, were identified by policy rules, and were considered Directory Harvest Attacks (DHA).



CHAPTER 6

Junk Button for Microsoft Outlook

This chapter describes the SonicWALL Junk Button for Outlook, a small application that can be added to Microsoft Outlook. The Junk Button allows end-users to report spam messages to the SonicWALL GRID Network. The GRID Network's ability to detect spam is enhanced each time a user uses the Junk Button.

- "Feature Overview" section on page 25
- "How Does the Junk Button Work?" section on page 25
- "Using the Junk Button" section on page 25

Feature Overview

When a user presses the Junk Button, the highlighted email message is moved to the user's Outlook Deleted Items folder and the message's thumbprint is added to the GRID Network thumbprint database. As more thumbprint reports accrue about a message, SonicWALL Email Security appliances and installations are more likely to filter that message as spam so that other users do not see it.

Benefits:

- Empowers users—Users are not just getting rid of their own spam, they are helping themselves and other users around the world.
- Improves enterprise spam filtering—The enterprise benefits from the human intelligence of its members because the amount of spam the organization as a whole receives is reduced.
- Decreases helpdesk requests—Users can report and dispose of spam themselves.

How Does the Junk Button Work?

The SonicWALL Junk Button allows you to remove spam from your inbox by clicking a small toolbar button in Microsoft Outlook. Your feedback helps block spam sent to you, your organization, and other people using SonicWALL Anti-Spam and Email Security products.

The SonicWALL GRID Network collects your "Junk vote", parsing the spam email into its attributes and combining your vote with other sources. These reputation updates, called thumbprints, are delivered back to your SonicWALL Email Security system every five minutes, improving your system's ability to block spam, phishing, and virus emails.

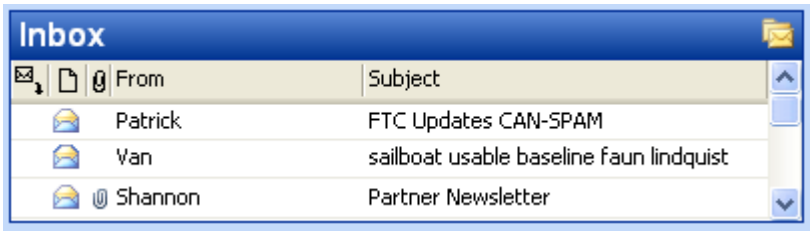
The text of messages is not reported to the GRID Network. Instead, the message is converted into a uniquely identifying hash, and only this hash is used in the thumbprint.

Using the Junk Button

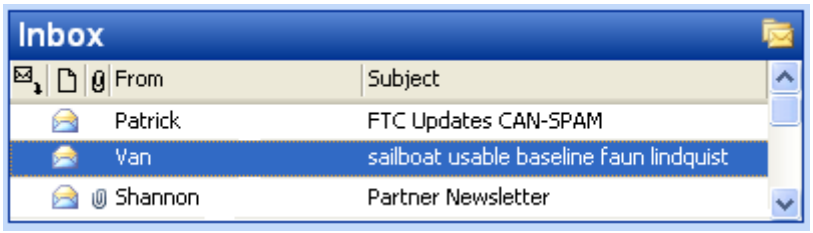
The Junk Button is used to remove any junk e-mail messages that arrive in your inbox and place them in your Deleted Items folder.

▶ **To use the Junk Button:**

1. A junk e-mail arrives in your inbox.



2. Highlight the e-mail message by selecting it.



3. Click the SonicWALL “Junk” button in your Outlook toolbar.

4. The junk message is moved from your inbox to your “Deleted Items” folder.

Note:

- To access your SonicWALL ES account, click the SonicWALL ES button and log in with the information your administrator has given you. From here you can view and sort the Junk Box containing messages that did not reach your Outlook inbox.

installing the Junk Button

If you do not already have the Junk Button for Outlook installed, you can install it easily. It is distributed as *snwljunkbutton.msi*. If you don’t have this file, ask your SonicWALL Email Security administrator to send it to you.

▶ **To install the Junk Button:**

1. Save the zip file to your computer.
2. Close Microsoft Outlook by choosing **File** and then **Exit**. Just clicking the Close button may not close all the associated Outlook windows.
3. Double-click the zip file and then double-click the executable.
4. Accept the installation terms and click **Next**.
5. Accept the installation location and click **Next**.
6. Click **Finish** to complete your installation.
7. Restart Outlook and check that the Junk Button toolbar has been installed.

Note:

- If Outlook does not restart properly, restart your computer.

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